

National Communications System

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Briefing for NCS Regional Liaison



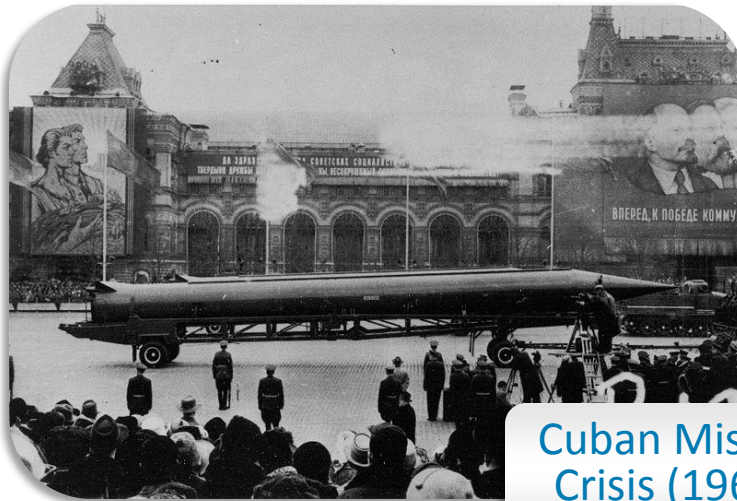
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National Communications System

NCS consists of 24 Federal member departments and agencies and is responsible for ensuring the availability of a viable national security and emergency preparedness (NS/EP) communications infrastructure.

John F. Kennedy

In Office: January 20, 1961 – November 22, 1963



Cuban Missile
Crisis (1962)



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National Communications System

NCS consists of 24 Federal member departments and agencies and is responsible for ensuring the availability of a viable national security and emergency preparedness (NS/EP) communications infrastructure.

Barack Obama

In Office: January 20, 2009 - Present



National Response
Framework (NRF)
(2008 - Present)



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National Response Framework

Emergency Support Function (ESF)	Primary Agencies
1 Transportation	Department of Transportation
2 Communications	National Communications System, FEMA
3 Public Works and Engineering	Department of Defense - U.S. Army Corps of Engineers / FEMA
4 Firefighting	Department of Agriculture – U.S. Forest Service
5 Emergency Management	Federal Emergency Management Agency
6 Mass Care, Housing, and Human Services	Federal Emergency Management Agency
7 Resource Support	General Services Administration, FEMA
8 Public Health and Medical Services	Department of Health and Human Services
9 Urban Search and Rescue	FEMA, U.S. Coast Guard, National Park Service, Department of Defense
10 Oil and Hazardous Materials	Environmental Protection Agency, U.S. Coast Guard
11 Agriculture and Natural Resources	Department of Agriculture, Department of the Interior
12 Energy	Department of Energy
13 Public Safety and Security	Department of Justice
14 Long-Term Community Recovery and Mitigation	Departments of Agriculture, Department of Homeland Security, Housing and Urban Development (HUD) , Small Business Administration (SBA)
15 External Affairs	Federal Emergency Management Agency



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National Coordinating Center (NCC)

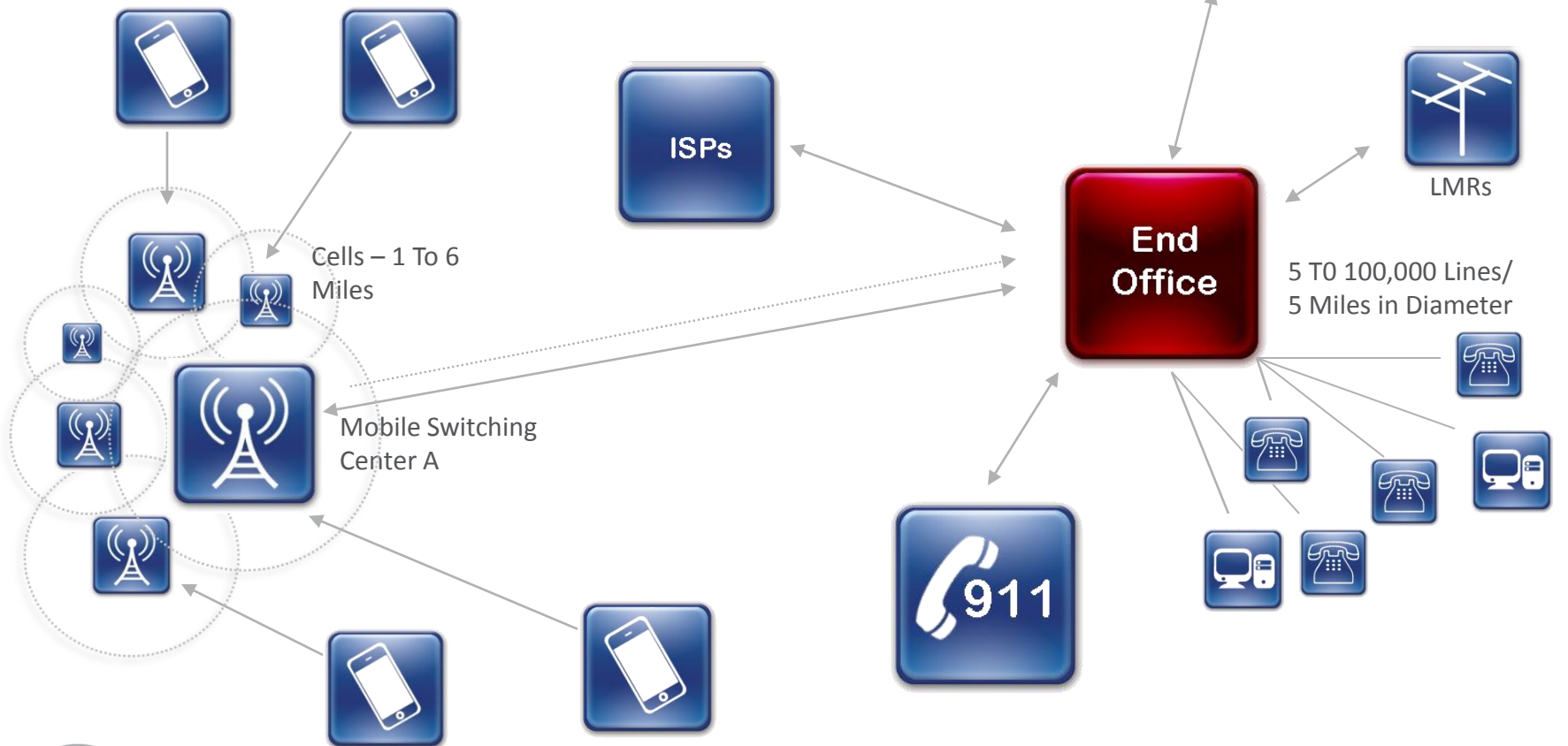


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As of July 20, 2010

ESF #2 Infrastructure

The Communications Infrastructure is a critical asset and the loss of a single asset may have a cascading effect



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Priority Telecommunications Services



Government Emergency
Telecommunications Service (**GETS**)



Wireless Priority Service (**WPS**)



Telecommunications Service Priority (**TSP**)



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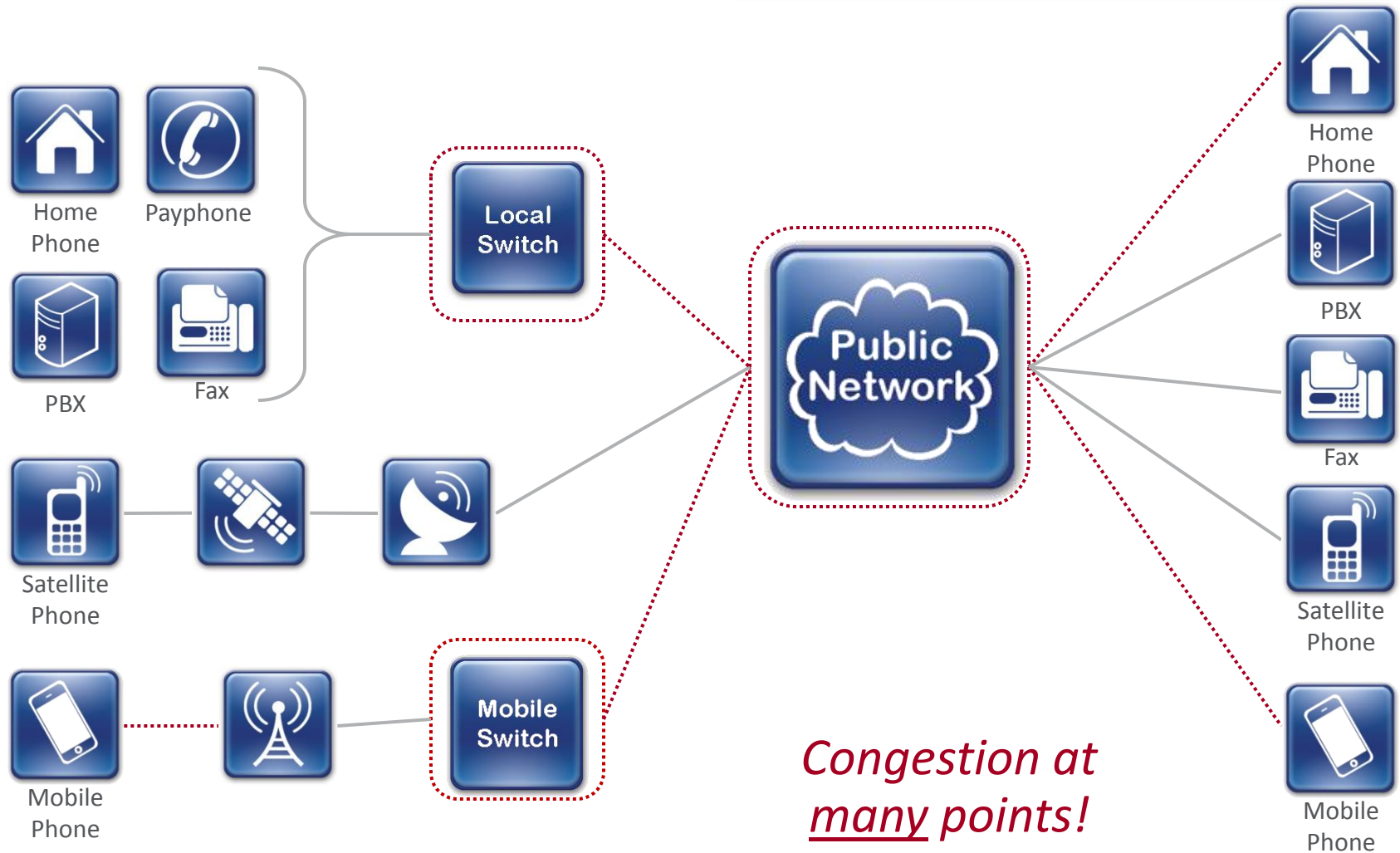
“I’m sorry, all circuits are busy now.
Please hang up and try your call
again later.”



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Problem: During an Emergency

Mass Calling Causes Network Congestion



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Hurricane Rita

Texas Coast Evacuation - September 2005



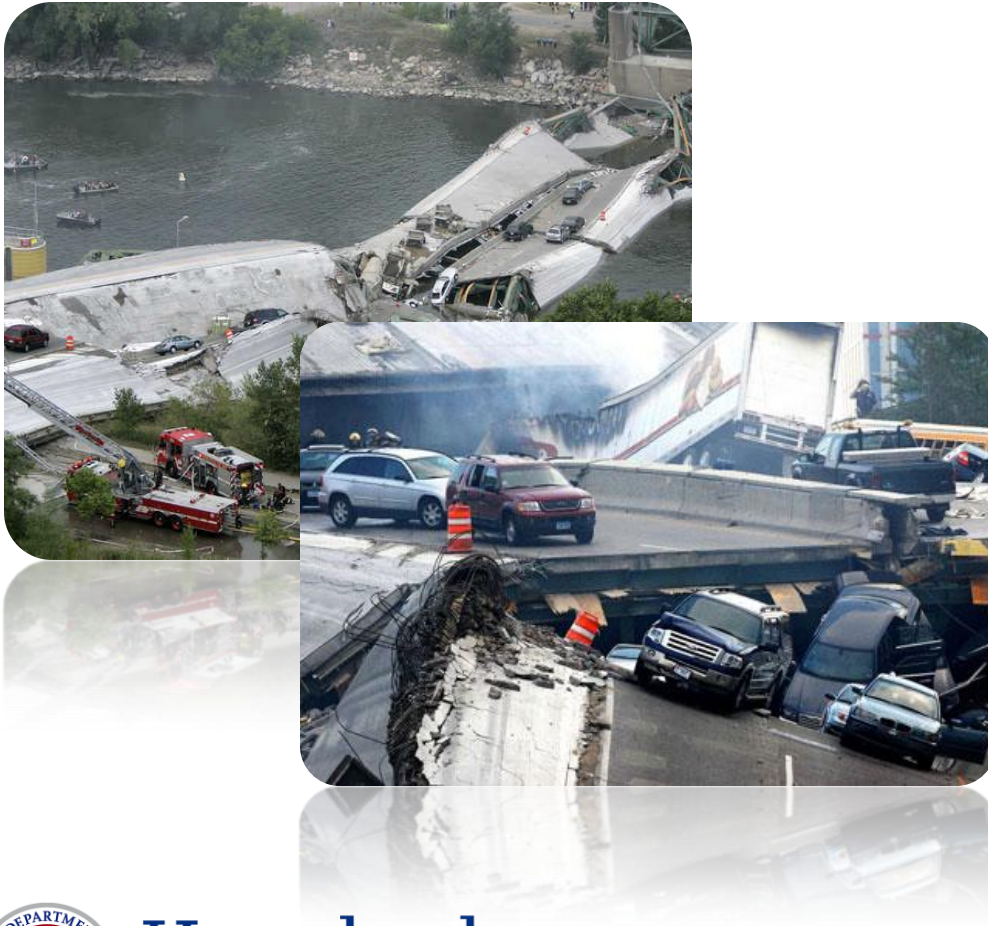
- » Heavy public calling out of area to families, friends, hotels, etc.
- » TELCO networks overloaded and invoked Automatic Network Management Controls.
- » Calls into 7 Area Codes get “All Circuits Busy” announcement **3 days before** Hurricane Rita impacted the coast (H-72).
- » Once the evacuation was underway (H-36), motorists made extraordinarily heavy use of Cell Phones causing congestion on all the Cellular Networks.



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Minneapolis

I-35 Bridge Collapse - Aug 3, 2007



“Cell-phone congestion blocked some calls near the collapsed bridge site Wednesday evening, causing Minneapolis police to ask people to get off their phones. Police needed to use the cell-phone networks themselves to mobilize doctors, the Red Cross and other emergency workers who don't have police radios.”



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Knight Ridder/Tribune Business
News - August 3, 2007

Solutions: GETS & WPS

GETS Calling Card and Wireless Priority Service



GETS is an **emergency calling card** service that can be used from virtually any telephone to provide priority for emergency calls.



WPS is an add-on feature subscribed on a per cell phone basis – works with existing cell phones in **WPS** equipped networks



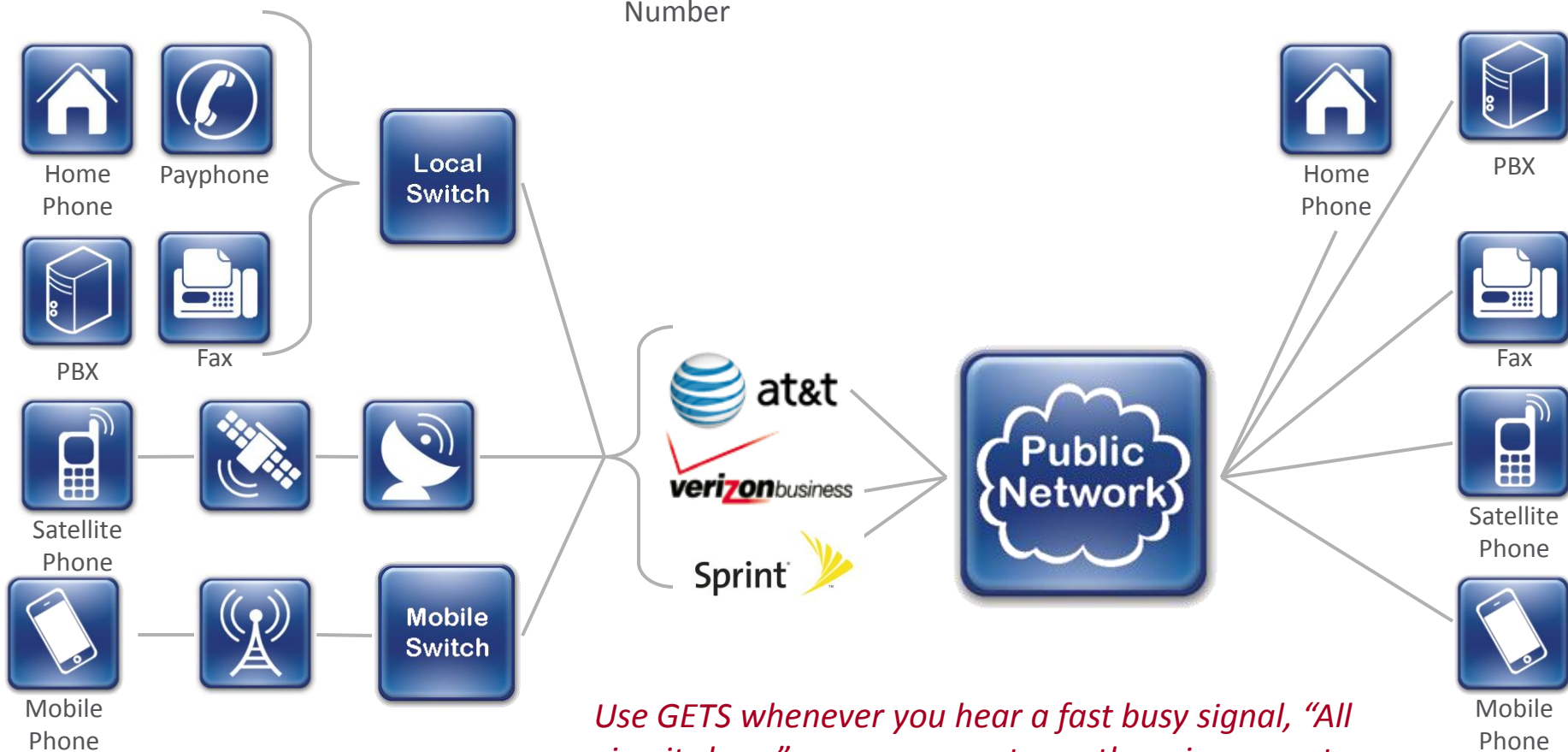
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GETS Overview

1. Dial GETS Access Number from any phone (1-710-627-4387)

2. Network routes call to a GETS Carrier. As you are prompted, enter your PIN then Destination Number

3. Network routes your call to the Destination Number



Use GETS whenever you hear a fast busy signal, "All circuits busy" announcement, or otherwise cannot complete your call



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Making a GETS Call

1. If you have a dial tone, dial GETS Access Number
2. Listen for tone, then enter your PIN (**do not enter # after last digit**)
3. Listen for voice prompt: "Please enter your destination number now."
4. Enter the destination number (omit the 1 before the area code – # cannot be toll free)
5. You will hear an announcement "You are using GETS, AT&T/Verizon/Sprint"
6. Network will route your call to the destination telephone number

Toll Free number for each
GETS carrier (backup)

GETS Access Number

12 Digit (PIN) Personal
Identification Number

GETS

Dial 1-710-NCS-GETS (627-4387)
At the tone, enter your PIN
When prompted, dial your destination number (area code + number)
If you cannot complete a call, use a different long distance carrier:

AT&T: 1010 + 288	+1-710-627-4387	-or- 1-888-288-4387
MCI: 1010 + 222		-or- 1-800-900-4387
Sprint: 1010 + 333		-or- 1-800-257-8373

WPS

From a Wireless Priority Service enabled device:
Dial * 272 before any call, including a GETS call.

Assistance: For help or to report trouble,
Dial 1-800-818-GETS (4387) or
703-818-GETS (4387)

Familiarization Calls: Make periodic
GETS calls using 703-818-3924 as the
destination number

www.ncs.gov

US GOVERNMENT PROPERTY. If found, return to: DHS (NCS/N2),
245 Murray Lane, Bldg 401, Washington, DC 20528-8500
WARNING: For Official Use Only by Authorized Personnel

Toll Free User Assistance
number (24x7)

 **Government Emergency
Telecommunications Service**

5555 5555 5555

Name: Janet Napolitano

Organization: DHS

User Name and
Organization



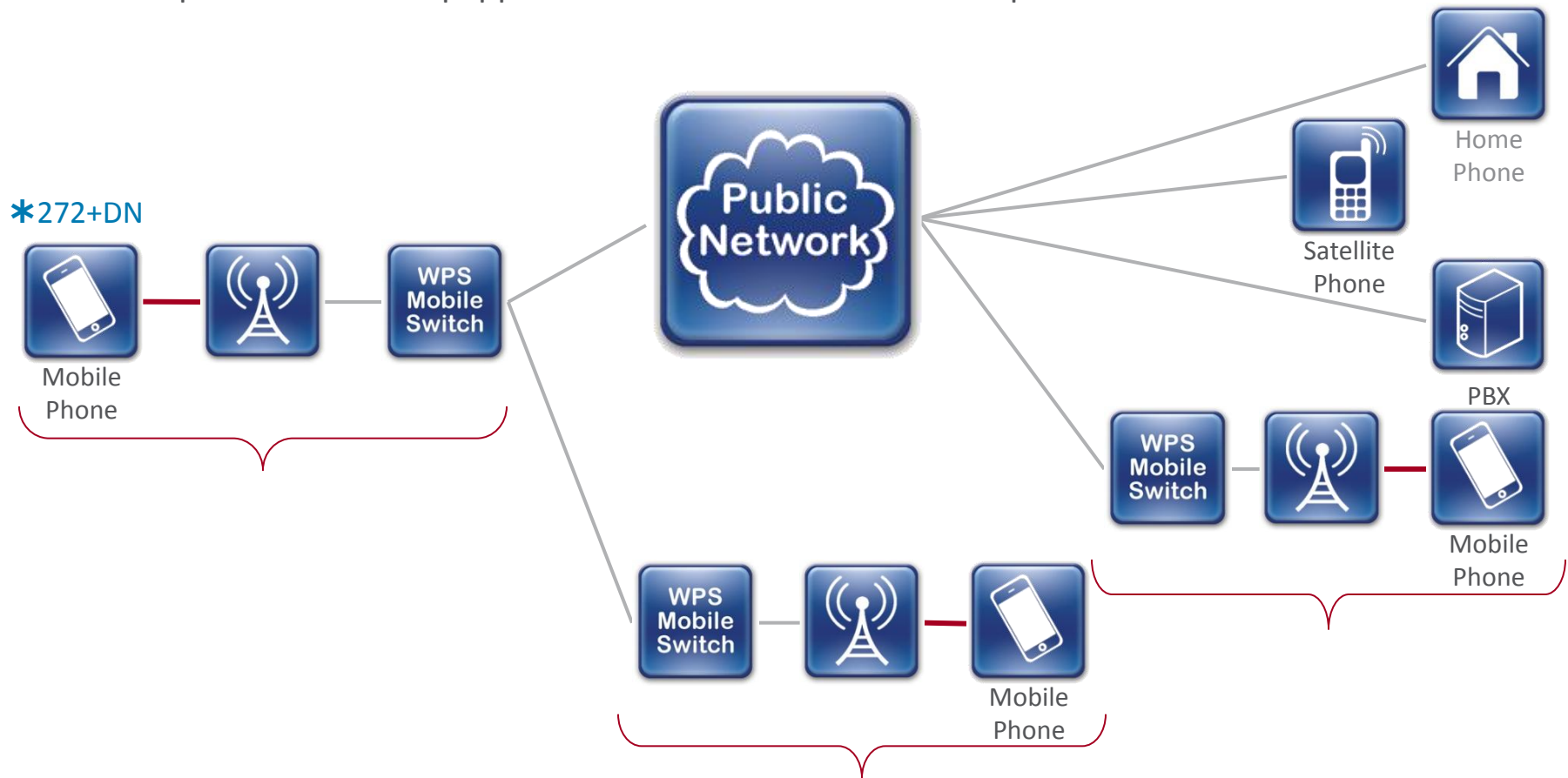
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Periods of silence are normal – particularly if call is queued during heavy congestion. Calls may take 30 to 90 seconds to complete

WPS Overview

1. WPS is an add-on feature subscribed on a per-cell phone basis – works with existing cell phones in WPS equipped networks


2. To make a WPS call, enter *272 followed by the Destination Number then press SEND



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WPS addresses congestion in the wireless segment of the network – most importantly the local radio access channel

Making a WPS Call

1. Confirm you have radio signal 
2. Enter *272 + destination telephone number and push SEND key (example: *272 + 703 818 4387 + SEND)
3. Network will route call with priority to the destination telephone number

Audible alerts vary among carriers and mobile phone models

During WPS call set-up you may hear alternating periods of ringing and silence

Busy signal, announcement, or extended silence indicates call cannot complete



Screen messages vary among carriers and mobile phone models.

WPS calls show same screen messages as regular calls

While WPS calls are in queue screen message usually displays “Calling + Destination Number”



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Periods of continuous ringing and/or silence may occur – particularly if call is queued at several points during heavy congestion. Calls may take 30 to 90 seconds to complete

Telecommunications Service Priority (TSP)



Cable Hut - Lower Manhattan
September 2001



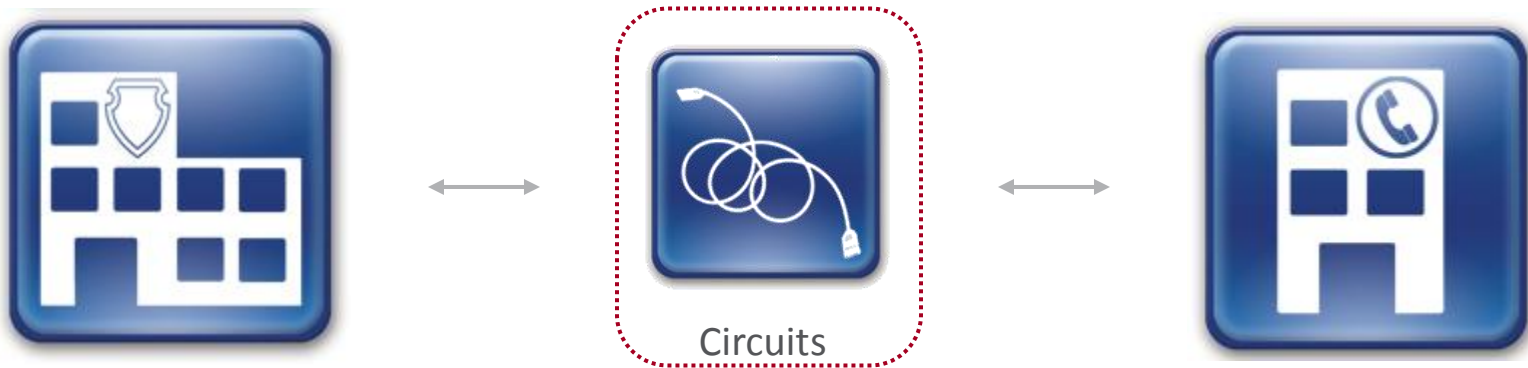
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Problem: During an Emergency

Critical Services May Experience Outages

- » Emergency Operations Center
- » 911 PSAP
- » IT Center
- » Critical Facilities

- » Telecommunications Service Providers



Damaged facilities and service problems can disable communications!



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Solution: Telecommunications Service Priority (TSP)

- » Established on 17 November 1988 by FCC Report and Order FCC 88-341
- » The FCC designated the Executive Office of the President (EOP) as administrator of the TSP Program, who in turn, delegated its responsibilities to the Manager, NCS
- » TSP is a **mandatory** requirement for all FCC-regulated telecommunications companies
- » Tariffs are approved by state utility regulators



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Telecommunications Service Priority (TSP)

The TSP program contains two primary and distinctive components:

Provisioning

A provisioning priority is obtain to facilitate the priority installation of new telecommunications services in a shorter than normal interval.

Cannot be used to compensate for inadequate planning

Restoration

A restoration priority is applied to new or existing telecommunication services to ensure restoration before a non-TSP program user.

Must be requested and assigned before a service outage occurs



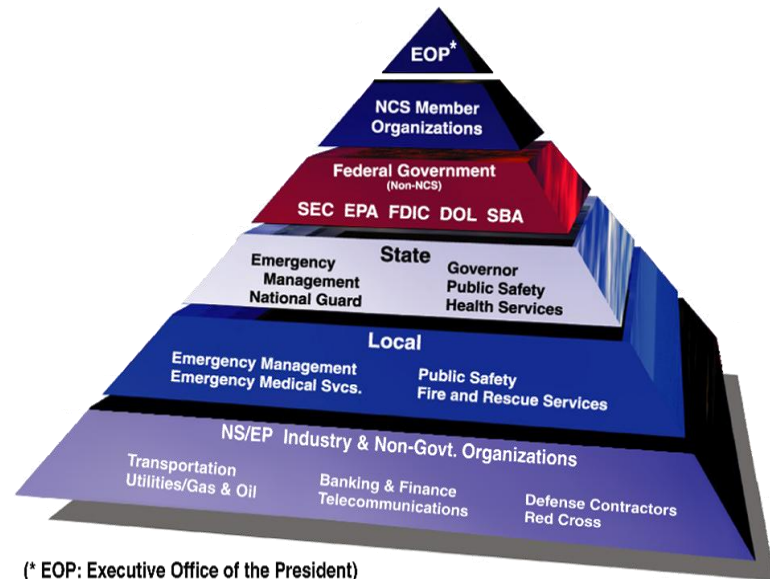
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Who is Authorized to Use Priority Telecommunications?

Organizations that support one or more of the following five National Security / Emergency Preparedness (NS/EP) mission areas:

- » National Security Leadership
- » National Security Posture and US Population Attack Warning
- » Public Health, Safety, and Maintenance of Law and Order
- » Public Welfare and Maintenance of National Economic Posture
- » Disaster Recovery

NS / EP User Community



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Non-Federal users require NCS member sponsorship

Budgeting for Priority Services

GETS Cards

- » No charge for GETS cards
 - » Billing information is required to establish an account for GETS calls (@10 cents/min).
 - » Not normally billed for: Test calls to the familiarization line (703-818-3924). Legitimate GETS usage in response to emergencies
-



WPS Feature Activation

- » AT&T Mobility, Verizon Wireless, Cellcom, CellularSouth, SouthernLINC, Sprint/Nextel, T-Mobile & Verizon Wireless
 - » Per phone charge (not to exceed): \$4.50/month, \$10 one-time, 75 cents/min
-



Restoration TSP Tariff

- » Request quote from carrier
- » Averages \$100 one-time, \$3/month



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Who Should have Priority Services?

Organizations

- » Cities/Counties/States/Districts
- » Office of Emergency Management
- » Police/Sheriff/Fire
- » Water and Power, Telecom
- » Public Works
- » Irrigation Districts/Flood Control
- » Public Health
- » Hospitals/Medical Services
- » Transit Agencies
- » Ports/Airports
- » Utilities/Transportation and other Industries
- » Search and Rescue
- » School and College Districts
- » Red Cross/Volunteer Agencies
- » Critical Infrastructure Suppliers
- » Other Agencies included in County Emergency Management Plans



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Who Should have Priority Services?

Individuals

- » Mayor, Council Members, Supervisors
- » City Manager and staff
- » CFO
- » Media Relations
- » OEM Management and staff
- » Police/Fire Chiefs and staff
- » Police/Fire Field Command
- » Department Heads and staff
- » Subject matter experts/trained specialists
- » Individuals with an Emergency Preparedness and Response role



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Who Should have Priority Services?

Locations/Functions

- » EOC Work Stations
- » Back-up EOC
- » City and County Operations Centers
- » PSAPs (911 Center)
- » Computer/IT Center
- » Police/Fire Dispatch
- » City/County Yards
- » Remote Offices/Stations
- » Power/Pump Stations
- » Shelters
- » Command Vehicles



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Resources

For more information visit:

www.ncs.gov

www.gets.ncs.gov

www.wps.ncs.gov

www.tsp.ncs.gov

For Assistance setting up on-line Accounts and ordering:

Priority Telecommunications Service Center

1-866-627-2255

8am to 6pm Eastern Time

Follow voice prompts for each service



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